



# **The San Francisco Community Clinic Consortium**

Overview of SFCCC and member clinics for Community and Public  
Health Committee,  
San Francisco Health Commission  
May 15, 2018

# SFCCC Members



SAN FRANCISCO  
**COMMUNITY**  
HEALTH CENTER



*Curry Senior Center*



A FAMILY OF PROGRAMS



NATIVE AMERICAN  
**HEALTH CENTER**  
Serving the community since 1972



**MNHC**  
Mission Neighborhood  
Health Center



東北醫療中心



Planned Parenthood Northern California

ST. ANTHONY'S  
SAN FRANCISCO



South of Market  
HEALTH CENTER

## Direct Service Programs



STREET OUTREACH  
SERVICES

# Agenda

1. What is a Community Health Center?
2. Who do we serve?
3. Highlights from SFCCC member clinics.
4. History, Mission and Program Highlights of SFCCC.
5. How are SFCCC and our member clinics financed?
6. How do we work with the San Francisco Department of Public Health?



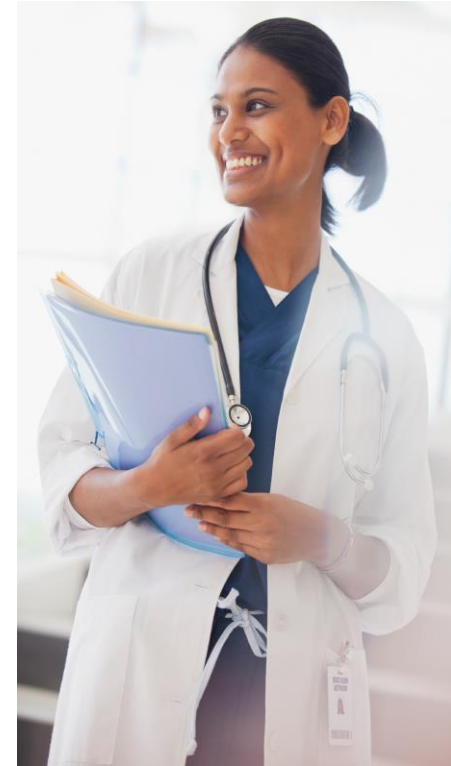
# What is a Community Health Center (CHC)?

- **Located in or serve a high need community**
- **Provide comprehensive primary health care services as well as supportive services (education, translation, transportation, etc.) to promote access to health care – can be provided directly or through contracts/ MOUs**
- **Provide services available to all with fees adjusted based on ability to pay**
- **For Federally Qualified Health Centers (FQHCs), governed by a community board comprised of a majority of health center patients who represent the population served**
- **For FQHCs meet specific performance and accountability requirements regarding administrative, clinic, and financial operation, set by the Federal Health Services Administration. Accountable to both the federal and state regulatory bodies, as well as any other funders.**

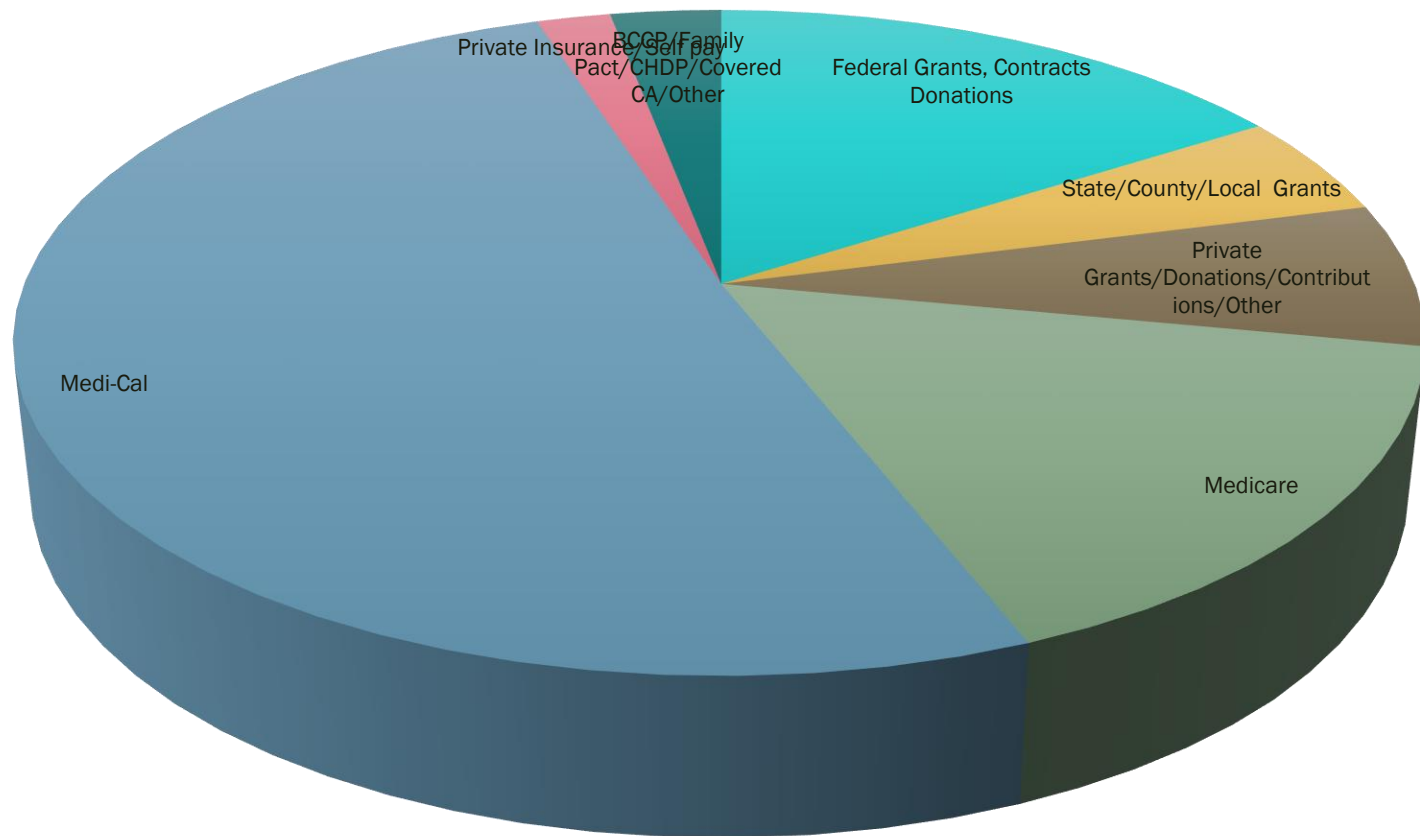
# Who do we serve?

(2017 OSHPD)

- We see everyone, regardless of ability to pay. Our clinics provide culturally and language appropriate care, open to all but focused on specific populations and their needs.
- SFCCC and our partner clinics provide primary care services to 111,775 unduplicated patients, over 12% of the City's population. We serve vulnerable populations such as homeless individuals, immigrant communities and seniors.
- SFCCC and its partner clinics employ 864 full-time equivalent employees who provide 683,497 encounters. Overall revenues are \$136 million, with less than 5% coming from local funds. SFCCC and its member clinics bring over \$21 million in Federal grants to the City, in addition to Medi-Cal, Medicare and other Federal and State patient revenue.



# SFCCC and Member Clinics OSHPD 2017



- Federal Grants, Contracts Donations
- State/County/Local Grants
- Private Grants/Donations/Contributions/Other
- Medicare
- Medi-Cal
- Private Insurance/Self pay
- BCCP/Family Pact/CHDP/Covered CA/Other

# Highlights from SFCCC Member Clinics



5/11/2018



# HRSA 2016 Quality Awards\*

- API Wellness ~ 4 categories: EHR Reporting; CQI Improvers; Enhancing Access to Care; Achieving PCMH Recognition
- Mission Neighborhood ~ 3 categories: EHR Reporting; Clinical Quality Improvers; Health Center Quality Leaders
- NEMS ~ 3 categories: EHR Reporting; Health Center Quality Leaders; Achieving PCMH Recognition
- South of Market ~ 2 categories: EHR Reporting; Clinical Quality Improvers
- SFCCC ~ 1 category: Clinical Quality Improvers



**\*Only 330 clinics are eligible for these awards**



# Changing Landscape for SFCCC Members: What Does the Future Hold?

- More emphasis on Value Based Payment; funding models are shifting, but when?
- Need for more sophisticated data systems and increased collaborations between our clinics, SFDPH, and SFHP to increase coordination of care between parts of the health system and to further population health
- Need for more work on “assigned but unseen” patients, many of whom may be going elsewhere for care
- Concern about Health Center federal grants program
- Concern about cut backs in Medicaid from the federal level

# History and Mission of SFCCC

**History:** In 1982, a group of community-based, non-profit health clinics – recognizing their shared values and concerns – came together to form the San Francisco Community Clinic Consortium (SFCCC). The creation of SFCCC allowed these clinics to pool their collective resources to address their needs and interests, and those of their patients, to local, state and national policy makers.

**Mission:** SFCCC is a partnership of nonprofit health centers that provides leadership and fosters innovation to improve community health

**Vision:** SFCCC envisions a future in which all persons have access to quality health care in culturally, linguistically, and population-sensitive community-based settings



- Training for the health care workforce We expose students to community health career opportunities and provide continuing education to current clinic staff;
- Resource Maximization We share clinical and operational best practices, leverage funding through group purchasing, and create innovative strategies for health clinic financing;
- Health Policy Leadership We speak with one voice for our patients, health clinics, and community in local, state, and national policy forums;
- Quality Improvement We continuously measure the quality of health care services to our patients and assist our partner clinics in meeting the requirements of the grants they receive;
- Services to the Homeless population of San Francisco We are the grantee for the Federal Health Care for the Homeless Grant with sub grants to our health centers and DPH; and
- Services to HIV positive patients in San Francisco: We are the grantee for Ryan White Part C - HIV Early Intervention Services, with sub grants to our clinics and SFDPH clinics.

# SFCCC Programs

- **Monthly Peer Group Meetings -Quality Improvement Committee and Clinicians' Leadership Council**
- **Support for Data Collection, Validation, Analysis and Reporting**
- **Hospital Discharge Follow-Up Program with SFHP**
- **Training -Motivational Interviewing Train The Trainer, Team-based Care, QI 101**
- **Improvement Coaching -Establishing Baseline Performance, Goal-Setting, Documenting Needs**
- **Aligning Programs to Maximize Impact – with SFHP PIP and HRSA Quality Awards**
- **Colo-Rectal Cancer Screening program with SF CAN.**

# Street Outreach Services (SOS) and VET SOS

- Award-winning mobile outreach component of SFCCC's HCH program.
- 30 year history of providing free mobile health services to homeless San Franciscans where they live and congregate.
  - *SOS serves over 1,000 individuals each year with urgent health care and connections to primary care.*
- VET SOS provides free veterinary care to companion animals of the homeless and links their human guardians with health services.
  - *Vet SOS serves over 500 animals each year.*
- Both programs train future health providers in the care of homeless people, their pets, and other vulnerable populations.
  - *Annually over 50 medical and veterinary residents, medical students, and nursing students receive hands-on training from our multidisciplinary team.*

# How do SFCCC and our member clinics interact with SFDPH?

- We share specialty care and hospitals (primarily ZSFGH.)
- We provide primary care (receiving only an administrative fee) to patients in the Healthy San Francisco program.
- We are leaders in outreach and enrollment in HSF, Medi-Cal and Covered California.
- We collaborate on promoting policies to improve the health of San Franciscans, through the San Francisco Health Improvement Program and other projects.
- We work together to find solutions to systemic problems, such as out of network care, excessive emergency department usage, and the need for more case management and behavioral health care.
- Dr. Alice Chen attends our monthly clinical directors meeting, our Board of Directors (primarily clinic CEOs) meet with Director Garcia quarterly.



# THANK YOU, on behalf of SFCCC, our member health centers, and the patients we serve!

